
SL-1

ACD Supervisor Package C

User guide

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Questions and answers about ACD

What is ACD?

ACD stands for Automatic Call Distribution. It is a communications package designed to handle large numbers of incoming calls.

ACD can be used in any situation where the caller wants a specific service rather than a specific person, for example:

- airline reservations
- catalogue orders
- insurance claims
- utility company inquiries

The Meridian 1* automatically routes calls so they are answered in order of arrival and priority. Each call is presented to the agent who has been idle the longest. This routing ensures the workload is equally distributed among agents.

What is an ACD DN?

Incoming call traffic is divided among different groups of agents. Each group is called an “ACD DN” (ACD Directory Number), or “queue.” On some reports, ACD DN may be shortened to “ACDN.”

Agents work in a queue to answer calls distributed to it.

You can provide different recorded announcements (RAN) and music to callers while they wait in the queue for their calls to be answered.

* Meridian 1 is a trademark of Northern Telecom.

What is a CDN?

Unlike an ACD DN, a CDN (Control Directory Number) does not have agents to answer its calls. Instead, the CDN directs its calls to one or more ACD DNs. Several CDNs can place calls into a single ACD DN.

You can set up different recorded announcements (RANs) and music on hold for each CDN, so different treatments can be given to calls placed in the same ACD queue. Each CDN also has a ceiling value which limits the number of unanswered calls it can queue to its default ACD DN at any one time. New (non-CO trunk) calls receive busy treatment once the ceiling is reached.

What are Management Reports?

ACD Package C generates Management Reports to give you feedback about how your ACD system is performing. These reports can identify trends and progress in your business. You can have these reports printed at regular intervals during the day.

What is Load Management?

Load Management is a tool that lets the Senior Supervisor change the assignment of agents to ACD DNs, trunks and so forth, in response to the changing needs of your business.

You can use Load Management to tailor your ACD system to your company's needs, according to anticipated call traffic and number of agents.

What kinds of supervisors do ACD systems have?

There are two levels of supervisors in most ACD operations: supervisors and Senior Supervisors.

Supervisors deal with agent-customer transactions and assist agents. They can look at the Ongoing Status Display for information about a queue and can query the Management Reports, but they cannot change this information.

The Senior Supervisor monitors the status of supervisors and queues. The Senior Supervisor interprets the Management Reports and, using Load Management, can reconfigure the system to improve performance.

Introduction

Use your terminal to access information about the ACD system. This section describes the terminal and its functions.

The terminal

Your terminal consists of a keyboard and screen.

Enter information by typing it in upper-case letters.

When you enter commands, you must press either the ENTER key or the RETURN key to carry out each activity.

The screen

The screen has a display area. Information on the screen scrolls automatically when new information is available.

When you type in commands, the screen becomes an input area. It scrolls up one line at a time as you type in data.

If you make a mistake typing in a command, you may receive an error code. The code is printed at the bottom of the screen, where the cursor is located, and the screen scrolls up one line. See “Load Management error codes” to find out what the code means.

Ongoing Status Display

The Ongoing Status Display shows statistics about your ACD DN's (queues). The information on the screen is updated every 30 or 60 seconds, depending on how your system is set up.

The display is used throughout the day by supervisors and Senior Supervisors to track queue activity. Because the display is updated once or twice a minute, it is a powerful tool for evaluating the daily fluctuations of your ACD system.

Statistics on Ongoing Status Display

The display lists statistics that detail queue activity. Figure 1 is an example of an Ongoing Status Display.

The statistics for the Telephone Service Factor (TSF) and the Average Speed of Answer (ASA) are calculated from the time of the last periodic report (hour or half hour). When a call is answered, you have to wait until the next 30 or 60 second update to see changes to the TSF and ASA fields.

A CDN's default queue contains the statistics for CDNs.

Figure 1
Ongoing Status Display

ACD DN	TSF	ASA	#CALLS IN QUEUE	#POS MANNED	#POS DCP	#POS PCP	#POS WTG	#POS NON ACD	#VIRTUAL CALLS QD
5000	95	10	8	30	19	9	0	2	
5001	93	15	4	11	6	5	0	0	
5008	59	41	10	15	12	3	0	0	
5009	98	14	0	4	1	0	2	1	
5012	40	50	16	25	8	13	0	4	
8900	100	1	10	5	0	5	0	0	3
8901	75	5	2	1	1	0	0	0	2
5555*	100	20	3	****	****	****	****	****	****

Definitions of statistics on Ongoing Status Display

ACD DN Queue

This shows the Directory Number of each queue on the display. An asterisk appears next to the number if it is a CDN.

TSF Telephone Service Factor

This number indicates the percentage of calls answered or abandoned within a specified time. This time is called the “T” threshold and is set for each queue by the Senior Supervisor. The “T” threshold is the desired time, in seconds, within which calls should be answered.

Look at Figure 1. Queues 5000, 5001, and 5009 have good TSF values. Queue 5008 is not doing as well, and queue 5012 is definitely performing poorly. Only 40% of calls to queue 5012 are either answered or abandoned within the threshold defined.

ASA Average Speed of Answer

This number represents the average time it takes, in seconds, for calls to be answered.

Twenty seconds is often chosen as an acceptable target. That is, on average, calls should be answered within 20 seconds.

In Figure 1, queues 5000, 5001, and 5009 have ASAs below 20 seconds. Queue 5008 answers after 41 seconds, while queue 5012 takes 50 seconds to answer.

#CALLS IN QUEUE Number of calls in queue

This is the number of calls currently waiting to be answered in a queue.

#POS MANNED Number of agent positions manned
This is the number of agents currently logged in to each queue.

Figure 1 shows that queue 5000 has the most staff (30 agents), while queue 5009 only has 4 agents.

#POS DCP Number of agents in direct call processing
This is the number of agents currently working on ACD calls.

Figure 1 shows that queue 5000 has 19 agents involved in direct call processing. That is, 19 agents out of 30 (#POS MANNED) are currently on ACD calls.

#POS PCP Number of agents in post call processing
This is the number of agents currently doing post call work relating to their ACD calls. Agents press the Not Ready key to exit the queue to do post call processing.

Figure 1 shows that queue 5000 has 9 agents doing post call processing. That is, 9 out of 30 agents (#POS MANNED) are doing ACD post call work.

#POS WTG Number of agents waiting
This is the number of agents currently idle. This state is only possible if there are no calls in the queue.

Figure 1 shows two agents in queue 5009 waiting for an ACD call. The #CALLS IN QUEUE is zero.

#POS NON-ACD Number of agents on non-ACD calls
This is the number of agents currently involved in calls other than ACD calls. These could be either calls on DN keys or calls to or from supervisors.

Figure 1 shows that queue 5000 has two agents on non-ACD calls.

#VIRTUAL CALLS The number of Source Time-Overflow, Call Request QD Queue, and CCR calls in queue.

What you see on the screen

The most important statistics on the Ongoing Status Display are the Telephone Service Factor (TSF) and the Average Speed of Answer (ASA). These numbers measure the level of service being provided to your callers. Look at the TSF and ASA columns on the display in Figure 1. The goal is to have a high TSF and a low ASA.

The ASA fluctuates with agents' expertise, working procedures, busy seasons, and special events. The ASA number also varies depending on the type of call going into a particular queue, the type of service offered, and the volume of traffic.

In Figure 1, queue 5000 has a TSF of 95%. That is, 95% of the calls are answered or abandoned within the specified threshold. The ASA for the queue is 10 seconds. This means, on average, a customer waits only 10 seconds before his or her call is answered.

Compare those figures to the ones for queue 5012. In queue 5012, only 40% of calls fall within the TSF threshold, and agents are answering them on average after 50 seconds. They have 16 calls waiting in the queue.

The performance of queue 5012 seems poor. However, there is more to the story. Queue 5000 has more agents doing direct call processing than the other queues. Of the 30 agents, only 19 of them are actually on ACD calls. Nine are doing post call work and two agents are on non-ACD calls.

In queue 5012 there are 25 agents. Eight are doing direct call processing and 13 are doing post call processing.

What you can do

Here are some actions you may consider to make your operation perform more effectively.

Decrease Post Call Processing Time The supervisor could ask the agents to keep post call processing to a minimum, and avoid post call processing when calls are waiting.

Depending on the type of operation, minimizing post call processing time may not always be a solution. If agents must write down information about a call or fill out other forms immediately, each call will take longer.

Minimize non-ACD calls If agents are making non-ACD calls while calls are waiting in the queue, the supervisor might ask agents to keep those types of calls to a minimum.

Minimizing non-ACD calls also depends on the type of work being done in the ACD. If agents must call a warehouse to check whether stock is available, or make confirmation calls to customers, they cannot avoid making non-ACD calls.

Decrease Direct Call Processing time Another approach is to ask agents to reduce the time spent on the direct processing of ACD calls.

This solution must be considered with a particular queue in mind. For instance, if agents must leave their positions to get files relating to calls, and if they must share the files, they spend time waiting or searching. Rearranging the file area could give agents more efficient access to information.

When trying to decrease direct call processing time, make sure agents are not rushing through calls and are providing adequate service to each customer.

Train agents The supervisor should check the Agent Position Report to see if a particular agent's performance is consistently below average. This agent might need more training, or might need to be moved closer to reference material.

Overflow calls Calls from busy queues may overflow into less busy queues, if the system is programmed for it.

The Senior Supervisor can adjust the overflow thresholds for the number of calls and the length of time calls wait in the queue.

Interflow calls Calls from busy queues may interflow automatically, if your system is programmed for it, or manually if you press the Interflow key on your telephone. Interflow calls are directed to either internal or external queues or extensions.

Increase agents A long-range solution to improving your ACD operation is to increase the number of agents. This can be done by hiring staff or by moving agents around. Agents can be reassigned to different queues using Load Management. (This does not necessarily involve moving an agent physically to another position.)

Management Reports

Management Reports provide data about your ACD system. The data is formatted into reports that can be printed according to a schedule.

Four Management Reports are available:

- 1 Agent Group Report
- 2 Queue Report
- 3 Trunk Route Report
- 4 Agent Position Report

The numbers on your reports will not always add up exactly, because the system uses averages and rounds some numbers up to the nearest minute.

Agent Group Report (Report 1)

The Agent Group Report shows all queues in the ACD system and summarizes the call processing statistics of an agent group. It shows the actual number of calls each queue answered during a particular time frame and the average time taken to handle each call.

The report is used to assign work schedules and to forecast staff requirements for each queue to handle current or anticipated workloads.

An Agent Group Report (Report 1) is shown on the next page.

12 Management reports

Information concerning Hold in queue for IVR is shown in a separate part of Report 1.

See “IVR Report” for an example and explanation of these reports.

Figure 2
Report 1—Agent Group Report

REPT 1														
ACD DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	#_XFER IDN	ACD	AVG-TIME-POSN BUSY	MANNED	
5000	20	126	7	236	61	297	65	2	36	1	2	1281	1671	
5004	20	82	35	327	42	369	8	9	148	2	1	1580	1614	
5009	20	47	16	356	2	358	363	5	52	0	0	854	1690	
5012	0	0	****	****	****	****	****	0	****	0	0	****	****	
5022	2	0	****	****	****	****	****	7	5	3	0	18	1750	
5		255	19	306	35	341	145	23	60	6	3	933	1681	

Statistics on the Agent Group Report

ACD DN Queue (1 to 7 digits)

This shows the Directory Number of each queue on the report.

AVG AGTS Average agents (1-4 digits)

This is the average number of agents manning the queue. This figure represents the sum of all manned times for this queue, divided by the length of the reporting period (either an hour or a half-hour).

CALLS ANSWD Calls answered (1-5 digits)

This shows the number of ACD calls answered by agents for this queue, including calls that overflow into the queue.

ASA Average Speed of Answer (1-4 digits)

This is the average time it took, in seconds, for ACD calls to be answered.

AVG DCP Average direct call processing (1-4 digits)

This is the average time, in seconds, an agent spent on ACD calls. If HDCP is not selected, direct call processing includes time an ACD call was on hold.

AVG HDCP (option)	Average held direct call processing (1-4 digits) This is the average time, in seconds, an agent spent with ACD calls on hold. With this option, the time on hold is separated from the direct call processing time.
AVG PCP	Average post call processing (1-4 digits) This is the average time, in seconds, an agent spent doing post call work (the Not Ready key was active).
AVG WORK	Average work (1-4 digits) This is the average time, in seconds, an agent spent doing direct call processing and post call processing of ACD calls. Average work includes time on hold.
AVG WAIT	Average wait (1-4 digits) This is the average time, in seconds, an agent was idle (logged in and ready to take calls).
DN CALLS	DN calls (1-5 digits) This is the number of non-ACD calls that were received or made. If the agent has more than one DN key on their telephone, all non-ACD calls are counted if they occur at different times.
AVG TIME	Average DN call time (1-4 digits) This is the average amount of time spent on DN calls.
#_XFER IDN	Number of calls transferred from individual DN (1-3 digits) This is the number of calls transferred or conferenced from an agent's DN.
#_XFER ACD	Number of calls transferred from ACD DN (1-3 digits) This is the number of calls transferred or conferenced from an agent's ACD DN.

AVG TIME Average time position busy (1-5 digits)
POSN BUSY This is the average amount of time agents spent doing something other than waiting for an ACD call.

AVG TIME Average time position manned (1-5 digits)
POSN MANNED This is the average amount of time positions were manned. A position is manned when an agent is logged in.

What you see on the report

The Agent Group Report shows how efficiently an agent group is working.

Check the ASA to see how the group performance is affecting customer service. There are a number of factors that influence ASA: the type of calls going into the queue, the type of service offered, and the volume of traffic. The ASA also fluctuates with agents' expertise, working procedures, busy seasons, and special events.

In Figure 2, the Average Speed of Answer for queue 5000 during the period was 7 seconds. The queue appears to be performing quite well, although some fine tuning may help to make it more productive.

For all agents in the system, calls answered (CALLS ANSWD) for the time period totalled 255.

The average direct call processing time (AVG DCP) was 306 seconds for the interval. Average post call processing (AVG PCP) took 35 seconds.

If other queues in the same company are offering the same kind of service, the AVG WORK should be similar. Check to see if there are large discrepancies.

If different queues offer different services, try to follow the AVG WORK statistic over a long period of time. This will determine if there is an "average" work time for each queue. With this information you can forecast staff requirements for future growth, busy seasons, or special events more effectively.

Look at the average wait (AVG WAIT) column in Figure 2. Throughout the interval agents were idle for an average of 145 seconds between calls.

The AVG AGT number shows the average staff working for that time interval was twenty agents. This number of agents seems more than adequate for queue 5009. Based on the low ASA (16 seconds) and the long AVG WAIT (363 seconds), you may be able to reduce the number of agents on duty for this period. With information derived from this report, you can estimate the number of agents required with more accuracy.

In some queues, agents have to place calls to check the warehouse for stock, or call customers for confirmation. Calls of this type are made on DN (non-ACD) keys. The number of DN calls made or received by agents in the queue and the average time each one took, are found in the DN CALLS and AVG TIME columns.

In Figure 2, agents made a total of 23 DN calls.

You can monitor agents' productivity by comparing the last two columns of Report 1. For queue 5004, the AVG TIME POSN BUSY column shows, on average, agents were busy for 1580 seconds of the 1800 seconds covered by this report. (1800 seconds is one half hour.) The AVG TIME POSN MANNED column shows agents were logged in, on average, for 1614 seconds. This means agents were busy for a considerable amount of time during the period, possibly due to a heavy workload.

Figure 3
Report 1—IVR Report

IVR DN	AVG AGTS	CALLS ANSWD	ASA	AVG DCP	AVG PCP	AVG WORK	AVG WAIT	DN CALLS	AVG TIME	#XFER IDN ACD	AVG TIME POSN BUSY MANNED
8888	1	3	5	50	0	50	16	0	0	0 1	80 100
1	1	3	5	50	0	50	16	0	0	0 1	80 100

Statistics on the IVR Report

IVR DN Interactive voice response DN (4 -7 digits)
This provides IVR treatment to incoming calls.

AVG AGTS Average agents available (1-4 digits)
This is the average number of agents manning the queue. This figure represents the sum of all manned times for this queue, divided by the length of the reporting period (either an hour or a half-hour).

CALLS ANSWD Incoming calls answered (1-5 digits)
This shows the number of ACD calls answered by an ACD agent position within the ACD DN.

ASA Average Speed of Answer (1-4 digits)
This is the average time it took, in seconds, for ACD calls to be answered.

AVG DCP Average direct call processing (1-4 digits)
This is the average time, in seconds, an agent spent on ACD calls.

AVG PCP Average post/pre call processing (1-4 digits)
This is the average time, in seconds, an agent spent Not Ready per ACD incoming call.

AVG WORK Average work (1-4 digits)
The average time, in seconds, an agent required to serve incoming ACD calls. This includes direct call processing, held direct call processing (if options are selected), and post/pre call processing times.

AVG WAIT Average wait (1-4 digits)
This is the average time, in seconds, an agent was idle.

DN CALLS	DN calls (1-5 digits) This is the number of times an agent initiated or received a call on an individual DN key. Transfer and conference keys are also included in this category.
AVG TIME	Average DN call time (1-4 digits) This is the average amount of time spent on DN calls.
#_XFER IDN	Number of calls transferred from individual DN (1-3 digits) This is the number of calls that the agent transferred or conferenced while on an active IDN call.
#_XFER ACD	Number of calls transferred from ACD DN (1-3 digits) This is the number of calls that the agent transferred or conferenced while on an active ACD call.
AVG TIME POSN BUSY	Average time position busy (1-5 digits) This is the average amount of time agents spent doing something other than waiting for an ACD call.
AVG TIME POSN MANNED	Average time position manned (1-5 digits) This is the average amount of time positions were manned. A position is manned when an agent is logged in.

What you can do

Some of the following actions may help to ensure efficient operation of queues.

Motivate agents The supervisor could show the Agent Group Report to the agents to encourage them to work faster and make the ACD system more efficient. This may encourage the staff to spend more time working. Encouraging competition among agents may also help them to increase productivity.

Decrease direct call processing time Although the queue statistics show customers are receiving good service, service can always be improved by increasing agent efficiency. The supervisor could ask agents to decrease the time spent on direct call processing.

Decreasing direct call processing must be considered for each queue separately because work times can vary greatly. Some of the direct call processing may involve agents leaving their positions to get files relating to their calls. Perhaps agents are sharing the files or not putting them back in place when they are finished. Maybe the file system or the file area should be changed or the call process may need streamlining.

When trying to lower direct call processing time, ensure agents are not rushing through calls and that they are providing satisfactory service to each customer.

Decrease post call processing time The supervisor could ask agents to keep post call processing to a minimum. The extent to which post call processing is decreased depends on the service offered and whether paperwork must be done after the call is completed. A certain amount of post call processing time may be necessary. If post call processing times are high, it may indicate too much paperwork is associated with each call.

Train agents The supervisor could check the Agent Position Report to see if there are particular agents who have high direct and post call processing times. Perhaps the agents need more training or need better access to reference material.

Queue Report (Report 2)

The Queue Report gives information about the service callers are getting. It shows the levels of delay callers are experiencing and how many calls are being abandoned. Use this report to pinpoint and remedy service problems.

The Queue Report identifies the number of calls overflowed into and out of each queue, and how many calls received Interflow or Busy treatment.

Calls from CDNs affect these statistics, but only if the call is answered at the queue.

A Queue Report (Report 2) is shown below. See “CDN Report” for an example of Report 2 that includes CDN information.

Figure 4
Report 2—Queue Report

REPT 2	CALLS	RECALL	ANSWERED	ABANDONED				TOF	TOF	OVER	INTER	DELAY	ANN
ACD	ACCPTED	TO	LONGEST	NO.	AVG.	WT.	TSF	IN	OUT	FLOW	FLOW	IST	2ND
DN		SOURCE	WT. TIME								BUSY		
5000	177	1	55	8	27	79	2	1	1	0	0	0	0
5001	169	1	45	9	25	86	3	0	0	11	0	0	0
5008	179	0	50	7	22	75	1	0	0	0	0	0	0
5009	180	2	60	5	29	81	0	2	1	1B	0	0	0
5012	172	0	59	8	21	78	1	0	2	11	5	1	1
5	877	4	60	37	25	80	7	3	4	21 1B	5	1	1

Statistics on Queue Report

ACD DN	Queue (1 to 7 digits) This shows the Directory Number of each queue on the report.
CALLS ACCTED	Calls accepted (1-6 digits) This is the total number of calls received by each queue, including calls transferred, overflowed by number or interflowed into this queue from another queue.
RECALL TO SOURCE	Recall to source (1-6 digits) This is the number of calls previously overflowed by number to target queues. These calls exceeded the duration of the timed overflow threshold specified for the source queue and were returned to the source queue. The target queue is pegged, not the source queue.
ANSWERED LONGEST WT. TIME	Answered longest waiting time (1-8 digits) This is the longest time, in seconds, a call waited before being answered by an agent.
ABANDONED NO. AVG WAIT	Number of abandoned calls and average wait (1-3 digits) and (1-4 digits) This is the number of calls abandoned before being answered and the average amount of time, in seconds, callers waited before hanging up.
TSF	Telephone Service Factor (1-4 digits) This number indicates the percentage of calls answered or abandoned within the "T" threshold or TSFT.
TOF IN	Timed overflow in (1-3 digits) This is the number of calls answered in this queue because they time overflowed from other queues.

TOF OUT	Timed overflow out (1-3 digits) This is the number of calls that overflowed out of the queue because the time threshold was exceeded. The calls were answered in another queue.
OVERFLOW	Overflow (1-5 digits) This is the number of calls that overflowed by number to another queue.
INTERFLOW/BUSY	Interflow/Busy (1-7 digits) This is the number of calls that either were rerouted to another destination using Interflow (I), or received Busy signal or treatment (B).
DELAY-ANN 1ST 2ND	First and Second RAN Count (4 digits each) They are reflected as RAN routes accesses in the new RAN report of Report 3. RAN access requested by EAR is also reflected in the same report.

These two fields are separate peg counts of the number of times first and second Recorded Announcement (RAN) treatment was given during the reported period. A call can only get one First RAN treatment and will peg against DELAY-ANN 1ST once. Each time that a call receives second RAN treatment, it is pegged against DELAY-ANN-2ND.

Note : The DELAY ANN 1ST and 2ND peg count does not necessarily equal the CALLS ACCPTD peg count. It is possible for a caller to hear RAN both before and after a transfer. In this case, the CALLS ACCPTD count would tally only one call while there are two DELAY ANN pegs.

What you see on the report

The sample Queue Report in Figure 4 shows queue 5000 accepted 177 calls during this time period, and on average, 79% of all calls were answered or abandoned within the TSF threshold.

These figures account for the low number of abandoned calls. Only eight calls were abandoned during this time period. The callers who abandoned, however, did wait an average of 27 seconds before hanging up. The longest time a caller waited before being answered was 55 seconds.

Two calls were time overflowed into this queue from another queue. One call time overflowed out of the queue and another call overflowed by number out of the queue. The RECALL TO SOURCE column for queue 5001 shows one of the calls that overflowed into the queue remained unanswered and was returned to queue 5000.

What you can do

Some of the following actions may help to ensure efficient operation of queues.

Increase agents You may need to increase the number of agents working a queue during busy intervals.

Interflow calls If your ACD queues are very busy you can turn Interflow on. Calls will be redirected to the predefined Interflow number.

Change the Overflow thresholds for Timed Overflows If calls in one queue are waiting a long time before being answered, they could be overflowed to another queue. You can reduce the timed overflow threshold so that calls are overflowed sooner.

Change recorded announcements If your reports show many customers are abandoning, you may want to change the scheduling of recorded announcements. Callers need to know they have reached you and that there will be a short delay. If the recorded announcement plays early, callers may be encouraged to wait. Keep in mind during busy seasons that people may be more willing to wait for service, since they know it is a busy time.

CDN Report
(Report 2)

If your system uses CDNs, a CDN Report is included with the Queue Report. The CDN Report shows the impact that CDNs have on the service customers receive. Use this report to pinpoint and remedy service problems with your CDNs.

Some of the fields listed in the CDN Report do not apply. This is because the statistics are reflected in the Queue Report.

A CDN Report is shown below, along with its associated Queue Report. Note that some fields do not apply. These fields contain asterisks (*) or a zero (0).

Figure 5
Report 2 — Queue Report and CDN Report

REPT 2											
ACC DN	CALLS ACCPTED	RECALL TO SOURCE	ANSWERED LONGEST WT. TIME	ABANDONED NO. AVG.WT.	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY		
5000	177	1	55	8	27	79	2	1	1	0	
5001	169	1	45	9	25	86	3	0	0	1	1
5008	179	0	50	7	22	75	1	0	0	0	
5009	180	2	60	5	29	81	0	2	1	1	B
5012	172	0	59	8	21	78	1	0	2	1	1
5	877	4	60	37	25	80	7	3	4	2	1
										1	B
CDN	CALLS ACCPTED	CALLS NO. ASA	ANSWERED LONG WT	ABANDONED NO. AVG.WT.	TSF	ROUTE TO	DISC	BUSY	DFLT DN		
5011	88	0 ****	0	0 ****	0	0	0	16	72		
5021	56	0 ****	0	0 ****	0	0	0	0	56		
2	144	0 ****	0	0 ****	0	0	0	16	128		

Statistics on CDN Report

CDN Control DN (1-7 digits)

This shows the Directory Number of each CDN on the report.

CALLS ACCTPTD Calls accepted (1-6 digits)

This is the total number of calls that entered the CDN.

BUSY Busy (1-4 digits)

This is the number of calls that are busied by the Call Ceiling.

DFLT Default DN (1-4 digits)

DN This is the number of calls that entered a CDN and were queued at the default DN.

Figure 6
Report 2 — IVR Report

IVR DN	CALLS ACCTPTD	RECALL TO SOURCE	ANSWERED LONGEST WT TIME	ABANDONED NO	AVG WT	TSF	TOF IN	TOF OUT	OVER FLOW	INTER FLOW BUSY
8888	5	0	10	0	****	100	0	0	0	0
8887	2	0	2	1	30	50	0	0	0	0
2	7	0	10	1	30	75	0	0	0	0

Statistics on IVR Report

IVR DN	Control IVR DN (4-7 digits) This provides IVR treatment to incoming calls.
CALLS ACCTPTD	Calls accepted (1-6 digits) This is the total number of calls that entered the IVR DN call queue, including any Overflow by Number calls from another IVR DN. Time Overflow calls from another IVR DN are not included. It includes the EAR calls routed by the default treatment to this IVR DN.
RECALL TO SOURCE	Recall to Source (1-6 digits) This occurs when a call Time Overflows while in the target IVR DN queue and is then recalled back to the source IVR DN to be linked to the source IVR DN's TOF queue.
ANSWERD LONGEST WT. TIME	Longest wait time for answered calls (1-8 digits) This is the longest time a call had to wait before being answered.
ABANDONED NO AVG WT	Number of calls abandoned and average waiting time for each call (3 digits and 4 digits) The total number of calls for this queue in which the caller disconnected before answer by an agent. The average waiting time is the sum of all waiting times divided by the number of abandoned calls.
TSF	Telephone service factor (4 digits) This measures how quickly incoming calls are answered.
TOF IN	Time overflow calls in (3 digits) This shows the number of calls which exceed a TOF Timer (TOFT) and overflow by time into this IVR DN.

TOF OUT	Time overflow calls out (3 digits) This is the number of calls which exceed the TOFT and overflow by time to a target IVR DN.
OVERFLOW	Calls overflowed to another queue (5 digits) This shows the number of calls which were re-directed to another IVR DN by using Automatic Overflow.
INTERFLOW BUSY	Calls given standard interflow treatment or calls given Busy tone (7 digits) This is the number of calls treated as standard interflow calls using Interflow (I) or calls given busy tone (B) with the Supervisor of Queue Size feature.

Trunk Route Report (Report 3)

The Trunk Route Report shows you the traffic on each trunk route that is directed to an ACD queue (auto-terminated).

Your ACD operation may have to pay for the time that calls wait on the trunks. The Trunk Route Report is used to calculate the costs for each queue. Supervisors use it to check the number of assigned and enabled trunks.

You can use this report to decide when recorded announcements should play, to encourage callers to wait.

A Trunk Route Report (Report 3) is shown below.

Figure 7
Report 3—Trunk Route Report

REPT 3 ROUTE CODE	NO-OF-TRK WORK HPR		INC CALLS	INC CCS	OUT CALLS	ABANDONED BEF-T	AFT-T	ANSWERED BEF-T	AFT-T	ALL-TRK-BUSY PEG	TOTAL	LONG
CO-80	12	0	83	113	0	0		69	11	9	93	16
FX-81	7	0	51	74	0	1		38	11	4	20	23
WATS-82	6	0	43	56	0	1		32	8	3	2	12
3	25	0	177	243	0	2		139	30	16	115	23
INTERFLOW ROUTES												
TIE-726	16	0	60	4	10					1	1	3
TIE-733	20	0	30	2	28					0	0	0
2	36	0	90	6	38					1	1	3
RAN ROUTES												
RAN-78	3	...	0	0								
RAN-69	2	...	0	0								
2	5	...	0	0								

Statistics on Trunk Route Report

ROUTE CODE	Route code (1-7 digits) This shows the trunk type and access code.
NO. OF TRUNKS WORK	Number of trunks working (1-4 digits) This is the number of trunks currently enabled.
NO. OF TRUNKS HPR	Number of priority trunks (1-4 digits) This is the number of trunks currently assigned high priority.
INC CALLS	Incoming calls (1-6 digits) This is the total number of calls that came in on this route.
INC CCS	Total incoming traffic (1-5 digits) This is the total incoming traffic on this trunk route. The number is in 100-second time periods (CCS) that show the time the trunk was being used. One hour equals 3600 seconds, or 36 CCS. The incoming trunk usage time includes answering delays, abandoning delays, and holding time.
OUT CALLS	Outgoing calls (1-5 digits) This is the total number of outgoing calls made on this route from secondary DN's on ACD telephones.
OUT CCS	Total outgoing traffic (1-5 digits) This is the total outgoing traffic on this trunk route. The number is in 100-second time periods (CCS) that show the time the trunk was being used. One half hour equals 18 CCS.
ABANDONED BEF-T AFT-T	Calls abandoned before TSFT and after TSFT (1-5 digits) and (1-6 digits) This is the number of calls abandoned before TSFT and the number of calls abandoned after TSFT.

ANSWERED Calls answered before TSFT and after TSFT
BEF-T AFT-T (1-6 digits) and (1-5 digits)
This is the number of calls answered before TSFT
and the number of calls answered after TSFT. The
value of "T" depends on the queue in which the call
was answered.

ALL-TRK-BUSY All trunks busy peg, total and long
PEG TOTAL LONG (1-3 digits) and (1-5 digits) and (1-4 digits)
Peg is the number of times the route was busy.
Total is the total time, in seconds, the route was
busy.
Long is the longest single time, in seconds, the route
was busy.

INTERFLOW ROUTES (7 digits)

This section of the Trunk Route Report lists the Interflow target routes. It
only appears if your system uses Interflow.

NO. OF TRUNKS Number of trunks working (1-4 digits)
WORK This is the number of trunks currently enabled.

NO. OF TRUNKS Number of priority trunks (1-4 digits)
HPR This is the number of trunks currently assigned high priority.

INC CALLS Incoming calls (1-6 digits)
This is the total number of calls that Interflowed to this
route.

INC CCS Total incoming traffic (1-5 digits)
This is the total Interflow traffic on this trunk route.
The number is in 100-second time periods (CCS)
that show the time the route was being used.

OUT CALLS Outgoing calls (1-5 digits)
This is the total number of calls that Interflowed out
on this route.

RAN ROUTES (7 digits)

This section of the Trunk Route Report lists the routes for recorded announcements (RANs).

NO. OF TRUNKS Number of trunks working (1-4 digits)
WORK This is the number of RAN trunks currently enabled.

INC CALLS Incoming calls (1-6 digits)
This is the total number of calls that received RAN from this route.

INC CCS Total incoming traffic (1-5 digits)
This is the total traffic on this RAN route. The number is in 100-second time periods (CCS) that show the time the route was being used.

What you see on the report

The Trunk Route Report shows trunk route activity. It shows calls answered and abandoned, the number of trunks available, and the total number of incoming and outgoing calls.

Figure 7 shows there were three different routes, each of a different type, in this ACD system. The CO route had 12 trunks assigned, the FX route had 7 trunks assigned, and 6 trunks were assigned on the WATS route. All of them were working, but none had priority status.

There were 177 incoming calls divided among the routes. The time used is shown in hundred call seconds (CCS). This usage time includes answering delays, abandoning delays, and holding time. Route FX-81 was used for 74 CCS, or 7400 seconds.

1 CCS = 100 seconds

1 hour = 3600 seconds = 36 CCS

The total number of CCS available per hour on the route is determined by this formula:

Total CCS = 36 x number of trunks

Calls answered and calls abandoned before and after the “T” threshold are also shown. The value of “T” may vary between queues and different thresholds can be set for different queues. On route FX-81, 38 calls were answered before the threshold and 11 after. One call was abandoned before the threshold and one after. This is a fairly good record for the queue.

There were no outgoing calls made on these routes. The number of outgoing calls (OUT CALLS) is zero.

What you can do

Here are some things you can do to make your operation more effective.

Change RAN schedule Change the scheduling of recorded announcements. If the first announcement plays earlier, it may encourage callers to stay on the line.

Add RAN trunks Add recorded announcement trunks if you think more callers should be receiving the announcement. Doing so may decrease the number of calls that abandon early.

Set trunk priority Assign trunk priorities to a particular route to ensure all callers get satisfactory service. If callers from a certain trunk are abandoning more quickly, you may want to give the trunk a priority status so its calls are answered more quickly. You might assign priority to a WATS route to decrease charges on the WATS trunks.

Increase trunks The amount of incoming traffic is partly determined by the number of trunks you have. If your trunk routes are busy, you may want to add more trunks. Conversely, you may want to eliminate a trunk that is not being used often. However, be sure to take into account your busy seasons before adding or removing any trunks.

Agent Position Report (Report 4)

The Agent Position Report shows agent activities. The statistics are shown on the report for either position IDs or agent IDs, depending on your system set up.

If agent IDs are used, up to 999 agents can log in to the ACD system at a time, depending on the type of system and engineering.

Your system may have an option selected that shows total times instead of averages for the report format. These options are explained in the descriptive text following the examples.

The next two pages show examples of the different formats Report 4 (Agent Position Report) can take.

Figure 8
Report 4—Agent Position Report (using position ID) showing averages

REPT 4													
POS	CALLS	AVG	AVG	AVG	DN	INC	DN	OUT	#_XFER	BUSY	MANNED		
ID	ANSWD	DCP	PCP	WAIT	INC	TIME	OUT	TIME	IDN	ACD	TIME	TIME	
ACD DN	5001												
2031	3	168	17	261	0	0	8	552	2	1	1814	2596	
2062	4	325	114	86	0	0	24	592	1	3	2684	3030	
2091	2	214	0	393	0	0	0	0	0	0	432	801	
2123	0	****	****	****	0	0	0	0	1	0	8	14	
4	9	236	44	247	0	0	32	1144	4	4	82	107	

Figure 9
Report 4—Agent Position Report (using agent ID) showing averages

REPT 4														
POS	CALLS	AVG	AVG	AVG	DN	INC	DN	OUT	#_XFER	BUSY	MANNED	AGTID		
ID	ANSWD	DCP	PCP	WAIT	INC	TIME	OUT	TIME	IDN	ACD	TIME	TIME	Q / F	
ACD DN	5001													
2031	3	168	17	261	0	0	8	552	2	1	1814	2596	6029	
2062	4	325	114	86	0	0	24	592	1	3	2684	3030	6046	
2091	2	214	0	393	0	0	0	0	0	0	432	801	6031	
2123	0	****	****	****	0	0	0	0	1	0	8	14	6027	
4	9	236	44	247	0	0	32	1144	4	4	82	107		

Figure 10

Report 4—Optional Agent Position Report (using position ID) showing totals

REPT 4													
POS	CALLS	TOTAL	TOTAL	TOTAL	TOTAL	DN	INC	DN	OUT	#_XFER	MANNED		
ID	ANSWD	DCP	HDCP	PCP	WAIT	INC	TIME	OUT	TIME	IDN	ACD	TIME	
ACD DN 8000													
35	5	314	46	152	1288	0	0	2	22	2	1	1800	
11	5	314	46	152	1288	0	0	2	22	1	3	1800	
18	3	214	34	100	1010	0	0	3	16	0	0	1616	
14	7	290	80	99	2005	0	0	1	88	1	0	2590	
4	20	19	3	8	93	0	0	8	148	4	4	130	

Figure 11

Report 4—Optional Agent Position Report (using agent ID) showing totals

REPT 4														
POS	CALLS	TOTAL	TOTAL	TOTAL	TOTAL	DN	INC	DN	OUT	#_XFER	MANNED		AGTIC	
ID	ANSWD	DCP	HDCP	PCP	WAIT	INC	TIME	OUT	TIME	IDN	ACD	TIME	Q / F	
ACD DN 8000														
35	5	314	46	152	1288	0	0	2	22	2	1	1800	1025	
11	5	314	46	152	1288	0	0	2	22	1	3	1800	1025	
18	3	214	34	100	1010	0	0	3	16	0	0	1616	1025	
14	7	290	80	99	2005	0	0	1	88	1	0	2590	1031	
4	20	19	3	8	93	0	0	8	148	4	4	130		

Statistics on Agent Position Report

POS ID	Position ID (1-4 digits) This is the identification number of the position occupied by an agent.
CALLS ANSWD	Calls answered (1-5 digits) This is the number of ACD calls an agent has answered.
AVG DCP	Average direct call processing (1-5 digits) This is the average time, in seconds, an agent spent on ACD calls.
TOTAL DCP (option)	Total direct call processing (1-5 digits) This is the total time, in seconds, an agent spent handling incoming ACD calls (not including time spent on hold).
TOTAL HDCP (option)	Total held direct call processing (1-5 digits) This is the total time, in seconds, an agent spent with ACD calls on hold.
AVG PCP	Average post call processing (1-5 digits) This is the average time, in seconds, an agent spent doing post call work on an ACD call (Not Ready).
TOTAL PCP (option)	Total post call processing (1-5 digits) This is the total time, in seconds, an agent spent on post call work (Not Ready).
AVG WAIT	Average wait (1-5 digits) This is the average time, in seconds, an agent was idle.
TOTAL WAIT (option)	Total wait (1-5 digits) This is the total time, in seconds, an agent was available to answer a call (idle).

DN INC	Incoming DN calls (1-4 digits) This is the number of DN (non-ACD) calls that were received or made. If the agent has more than one DN key on their telephone, all non-ACD calls are counted if they occur at different times.
INC TIME	Time on incoming DN calls (1-4 digits) This is the total amount of time, in seconds, an agent spent on incoming DN calls.
DN OUT	Outgoing DN calls (1-4 digits) This is the number of DN calls an agent made.
OUT TIME	Time on outgoing DN calls (1-4 digits) This is the total amount of time, in seconds, an agent spent on outgoing DN calls.
#_XFER IDN ACD	Number transferred from individual DN or ACD DN (1-3 digits) and (1-3 digits) This is the number of calls transferred or conferenced from an agent's individual DN or from an agent's ACD DN. Replaces BUSY TIME field when totals are reported.
BUSY TIME	Busy time (1-5 digits) This is the time, in seconds, an agent has been doing something other than waiting. The Totals line expresses the time in minutes.
MANNED TIME	Manned time (1-6 digits) This is the time, in seconds, an agent has been logged in. The Totals line expresses the time in minutes.
AGT ID Q / P (option)	Agent ID (1-4 digits) This is the identification number of the agent.

What you see on the report

The Agent Position Report shows you how many calls each agent answered within a particular time period, and how much time was spent on calls. In Report 4 of Figure 8, agent position 2062 answered the most calls (4), and agent position 2123 did not answer any.

Although the agent at position 2062 answered the most calls, he or she also spent an average of 325 seconds with each caller. The average for the group is calculated at the bottom of the report at 236 seconds. This agent is handling the most calls for the longest duration. The agent at position 2091, has an average time of 214 seconds for direct call processing.

You may want to compare the busy and manned times of agents when they work in different queues. Check if an agent's performance is the same in different queues.

The report in Figure 9 indicates that most agents spent little time doing post call processing, although the agent at position 2062 did an average of 114 seconds. More investigation may be needed to find out why post call processing was necessary.

The AVG WAIT column shows how many seconds, on average, agents waited for a call. The average for the group is displayed at the bottom of the column (247 seconds).

The AVG DCP, AVG PCP, and AVG WAIT columns will show **** on the report if no ACD calls were answered, and the total line will show zeros.

The MANNED TIME column shows the total time that agents were logged in. The BUSY TIME column shows the time that agents were doing anything but waiting. The totals at the bottom of these columns are expressed in minutes, not seconds. The agents in this queue manned the queue for 107 minutes and were busy for 82 minutes.

Figure 12
Report 4—IVR Report

IVR DN	POS ID	CALLS ANSWD	AVG DCP	AVG PCP	AVG WAIT	DN INC	INC TIME	DN OUT	OUT TIME	BUSY TIME	MANNED TIME	Q/AGT ID
8888	25	10	7	16	73	0	0	0	0	155	601	4444
	1	10	7	16	73	0	0	0	0	155	601	1

Statistics on IVR Report

IVR DN Control IVR DN (4-7 digits)

This provides IVR treatment to incoming calls.

POS ID Identification (1-7 digits)

This is the identification number of the position occupied by an agent.

CALLS ANSWD Incoming calls answered at this position (1-5 digits)

This is the number of ACD calls an agent has answered.

AVG DCP Average direct call processing (1-5 digits)

This is the average time, in seconds, an agent spent on ACD calls.

AVG PCP Average post call processing (1-5 digits)

This is the average time, in seconds, an agent spent doing post call work on an ACD call (Not Ready).

AVG WAIT Average wait (1-5 digits)

This is the average time, in seconds, an agent was idle.

DN INC Incoming DN calls (1-4 digits)

This is the number of incoming calls on the agent's DN keys (non-ACD).

INC TIME	Total duration (1-4 digits) This is the total amount of time, in seconds, an agent spent on incoming DN calls.
DN OUT	Outgoing DN calls (1-4 digits) This is the number of DN calls an agent made.
OUT TIME	Time on outgoing DN calls (1-4 digits) This is the total amount of time, in seconds, an agent spent on outgoing DN calls.
BUSY TIME	Busy time (1-5 digits) This is the time, in seconds, an agent has been doing something other than waiting.
MANNED TIME	Manned time (1-6 digits) This is the time, in seconds, an agent has been logged in.
AGT ID	Agent ID (1-4 digits)
Q / P	This is the identification number of the agent.

What you can do

Here are some actions that may make your operation more effective.

Motivate agents Show agents in the queue the Agent Position Report to motivate them. He or she could point out that some agents are answering more calls than others to encourage competition among agents.

Decrease direct call processing time Ask the agents to decrease the time spent on direct call processing. This solution has to be considered for each queue separately, because work times can vary greatly. Some direct call processing may involve agents leaving their positions to get files relating to their calls. If agents are sharing files, or not putting files back when they are finished, the work is not as efficient as it could be.

Changing the file system or the layout of the file area, or streamlining the call process may improve results.

Another problem that may arise when trying to lower direct call processing is agents rushing through calls and not providing satisfactory service.

Decrease post call processing time Ask the agents to keep post call processing to a minimum. This may not be a solution, however, if agents must make up a ticket or fill out a form relating to a call.

Minimize non-ACD calls Ask agents to minimize calls on DN keys, if possible. Whether or not they can do so depends on whether they have to place business-related calls.

Train agents Monitor agents to identify those who have high direct and post call processing times. Perhaps those agents need more training, or need to be moved closer to reference materials.

Increase manned time Ask agents not to take unscheduled breaks. This would make agents more available to take calls whenever necessary.

Minimize wait time Try to minimize callers' waiting time by implementing the Call Forcing option. This feature connects a call that is waiting in the queue to an agent automatically, as soon as he or she finishes a call.

Report Printing Schedule

The Agent Group, Queue, and Agent Position reports can all be scheduled to print on the hour or the half-hour. The Trunk Route Report can be scheduled to print on the hour, the half-hour, or the quarter-hour.

Printed reports contain all the data accumulated since the last report period. Refer to the section on Management Reporting Commands for instructions on how to set up your report printing schedule.

Short Reports

A short report is printed after an agent logs in to a position that was occupied earlier in the reporting period by another agent. The short report contains the statistics accumulated for the first agent manning the position. Statistics begin accumulating on the new agent in the queue as soon as the agent logs in.

The Short Report lets you print statistics for both agents who manned the position during the reporting period.

Short Reports are also generated when the physical position is moved to another queue (by using the SAPA command) or when an agent's priority is changed (using the SAGP command). A letter follows the agent ID on the Short Report to explain how the agent's position was changed:

A = Agent logout and login

Q = Agent position was moved to new queue using SAPA command

P = Agent's priority was changed using SAGP command

An example of an Short Report and the corresponding Agent Position Report are provided in Figures 13 and 14. The Short Report is printed as agent 1001 logs into position 2061 which was previously occupied by agent 1015. Note that this report reflects the work done by agent 1015 while occupying this position. The next regularly scheduled Report 4 will indicate the work done by both agents during the reporting period.

Figure 13
Short Report

REPT 4														
POS	CALLS	AVG	AVG	AVG	DN	INC	DN	OUT	#_XFER	BUSY	MANNED	AGTIC		
ID	ANSWD	DCP	PCP	WAIT	INC	TIME	OUT	TIME	IDN	ACD	TIME	TIME	Q / P	
ACD DN	5000													
2061	13	100	101	55	0	0	0	0	1	2	2612	3328	1015 A	

Figure 14
Report 4—Agent Position Report (indicating short report with *)

REPT 4														
POS	CALLS	AVG	AVG	AVG	DN	INC	DN	OUT	#_XFER	BUSY	MANNED	AGT ID		
ID	ANSWD	DCP	PCP	WAIT	INC	TIME	OUT	TIME	IDN	ACD	TIME	TIME	Q / F	
ACD DN	5000													
2032	13	152	14	53	0	0	0	0	1	2	2154	2846	1000	
2061	13	100	101	55	0	0	0	0	0	4	2612	3328	1001	*
2093	2	137	0	105	0	0	0	0	2	1	275	486	1004	
2121	15	83	0	58	0	0	0	0	3	0	1244	2116	1008	
2012	8	153	0	85	0	0	0	0	0	3	1230	1914	1021	
2041	7	241	0	98	0	0	0	0	1	1	1686	2372	1109	
6	58	144	19	76	0	0	0	0	7	11	153	217		

Management Reporting commands

Management Reporting commands are used to change, set, or query report schedules and to request reports.

The Management Reporting commands are:

SPRT	select reports to be printed
SSCH	set or change the report schedule
DTOT	print a daily total report of statistics accumulated throughout the day
STOT	print a system total report of statistics accumulated since the last report

Using Management Reporting commands

To access the command mode:

- 1 Enter **\$L**

You see this prompt:

>

- 2 Type in one of the four-letter commands, followed by a **space**, and the parameters of the command (as shown below).

Your terminal displays the current data associated with the command.

Data that a Senior Supervisor can change is followed by a double dash (- -).

- 3 Enter the new data.

Commands entered are checked for syntax and error codes are displayed on the following line if the input is invalid. See “Load Management error codes” for more information.

- 4 To exit the command mode, enter **\$L**

Be sure to put a space between each parameter or item included in a command. For example, to check the print status of reports one through four, enter the command, SPRT, followed by a space, followed by the report numbers, with a space between each report number.

SPRT — Select Print Options

The SPRT command enables Senior Supervisors to specify which of the Management Reports are scheduled for printing.

Supervisors can type in the SSCH command, but will not receive the double dash (- -). Supervisors can query the current data, but cannot change the data.

Command format:

SPRT n n n n

Legend:

n = each report to be printed (1 - 4)

- 1 Agent Group Report
- 2 Queue Report
- 3 Trunk Route Report
- 4 Agent Position Report

To use the SPRT command:

- 1 Enter **SPRT** (space)

The terminal displays the current data, followed by “- -”

- 2 Enter the numbers which correspond to the reports to be printed. Be sure to put a **space** between each entry.

SSCH — Select Schedule

The SSCH command enables the Senior Supervisor to define or change the collection of data, or the printing schedule, for Management Reports.

Supervisors can type in the SSCH command, but will not receive the double dash (- -). Supervisors can query the current data, but cannot change the data.

To use the SSCH command:

- 1 Enter **SSCH** sd sm ed em

Legend:

sd = starting day (1-31)
sm = starting month (1-12)
ed = ending day (1-31)
em = ending month (1-12)

- 2 Enter sh eh s

Legend:

sh = starting hour (0-23)
eh = ending hour (0-23)
s = report schedule code:

- 0 no reports printed
- 1 selected reports are printed hourly on the hour
- 2 selected reports are printed hourly on the half hour
- 3 selected reports are printed every half hour
- 4 Report 3 is printed every quarter hour, no other reports are printed
- 5 Report 3 is printed every quarter hour, other reports are printed hourly on the hour
- 6 Report 3 is printed every quarter hour, other reports are printed hourly on the half hour
- 7 Report 3 is printed every quarter hour, other reports are printed on the half hour

3 Enter d d d d d d d

Legend:

d = days of the week on which reports are to be printed:

- 1 Sunday
- 2 Monday
- 3 Tuesday
- 4 Wednesday
- 5 Thursday
- 6 Friday
- 7 Saturday

DTOT — Daily Total

The Daily Total report presents the daily total statistics accumulated from the beginning of the day for the Agent Group, Queue (including CDN reports), Trunk Route and Agent Position reports. It is printed automatically at the end of each day after the last report of the scheduled day has been printed.

To use the DTOT command:

- 1 Enter **DTOT** (space)
- 2 Type in the numbers which correspond to the reports you want printed, followed by a carriage return <CR>. Be sure to put a **space** between each entry.
 - 1 Agent Group Report
 - 2 Queue Report
 - 3 Trunk Route Report
 - 4 Agent Position Report

For example, the command

DTOT 2 <CR>

prints the Queue Report statistics for the day in the usual report format, and

DTOT 1 2 3 4 <CR>

prints four reports.

STOT — System Total

The System Total report presents the system total statistics accumulated from the beginning of the reporting period up to the time of the request. It reflects totals for all statistics, for all queues and CDNs, agent positions, and routes in the ACD system.

You can request this type of interim report for any of the four Management Reports.

To use the STOT command:

- 1 Enter **STOT** (space)
- 2 Type in the numbers which correspond to the reports to be printed, followed by a carriage return <CR>. Be sure to put a **space** between each entry.
 - 1 Agent Group Report
 - 2 Queue Report
 - 3 Trunk Route Report
 - 4 Agent Position Report

For example, the command

STOT 3

prints the Trunk Route Report statistics accumulated from the last report until the current time, and

STOT 1 2 3 4

prints four reports.

Load Management

Introduction

Load Management enables the Senior Supervisor to adjust your ACD system when incoming call traffic changes. It assists in managing staff and the ACD system on a short and long term basis to ensure the system operates efficiently as call traffic patterns fluctuate. Load Management allows Senior Supervisors to:

- reassign agents to different queues or supervisors
- reassign RAN routes to different queues and set RAN timers
- change trunk priority
- set overflow thresholds and parameters

Using Load Management, Senior Supervisors can modify the ACD configuration, such as assigning agents (more or fewer) to queues to match the amount of incoming call traffic.

Commands entered are checked for syntax and error codes are displayed on the following line if the input is invalid. See “Load Management error codes” for more information.

Accessing load management

To access the command mode (from Senior Supervisor terminal):

- 1 Enter **\$L**

Your terminal displays this prompt:

>

- 2 Type in one of the four-letter commands followed by a **space**, and the parameters of the command (as shown below).

Your terminal displays the current data associated with the command. The Senior Supervisor can change data that is followed by a double dash (- -).

- 3 Enter the new data.

Commands entered are checked for syntax, and error codes are displayed on the following line if the input is incorrect.

- 4 To exit Load Management, enter **\$L**

Load management commands

The Load Management commands allow Senior Supervisors to reconfigure the ACD system.

The commands fall into the following categories:

- Parameters and options
- Assignments
- Control DN's
- Recorded announcements
- Calls Waiting thresholds
- Overflow target queues
- Interflow Directory Number
- Call Force
- Network ACD commands

Before executing a command, query the current assignment and note it. That way, if you don't like the changes, you can always return to your original set up.

Parameters and options

Use the parameter and option commands to check which parameters and options are currently set for each queue.

PPAR — Print Queue Parameters

Use the PPAR command to check the current parameters for any queue. A PPAR display is shown in Figure 15.

To use the PPAR command:

- 1 Enter **PPAR** (ACD queue numbers, up to six queues)

or

PPAR ALL

to display the parameters for all queues in your ACD system.

For example, the command

PPAR 5000

displays the current parameters for queue 5000.

Your terminal displays the following parameters for each queue:

ACD DN	Queue number
* MAXP	The maximum number of positions allowed
TSFT	The Telephone Service Factor time
TLDA	Calls Waiting, Threshold A (light-normal)
TLDB	Calls Waiting, Threshold B (normal-busy)
TLDC	Calls Waiting, Threshold C (busy-overflowed)
TLDD	Timed Overflow threshold (shows **** if you use NACD)
SQ01	First overflow target queue
SQ02	Second overflow target queue
SQ03	Third overflow target queue
CWLF	Call Waiting Lamp flash threshold
CWLW	Call Waiting Lamp fast flash threshold
CRQS	Call Request Queue Size (optional)
IFDN	Interflow number

Parameters marked with an asterisk (*) are for information only. They cannot be changed through Load Management.

Figure 15
Query current parameters

>PPAR 5000

ACD-DN	MAXP	TSFT	CWTH TLDA	BYTH TLDE	OVTH TLDC	TOFT TLDD	-----OVERFLOW-----		
							SQ01	SQ02	SQ03
5000	15	20	5	10	15	40	5012	5008	NONE

=====

1

ACD-DN	CWLF	CWLW	CRQS	IFDN
5000	****	****	****	9*6374853

POPT — Print Queue Options

Use the POPT command to query the current options associated with any queue. Use it as a reference of your current set-up. A POPT display is shown in Figure 16.

To use the POPT command:

- 1 Enter **POPT** (ACD queue numbers, up to six queues)

or

POPT ALL

to display the options for all queues in your ACD system.

Your terminal displays the following options for each queue:

ACD DN	Queue number
FRRT	First recorded announcement route
FRTT	First recorded announcement timer
SRRT	Second recorded announcement route
SRTO	Second recorded announcement timer
* MURT	Music route option
FORC	Call Force option
FCFT	Flexible Call Force Timer
* OBTN	Observe warning tone option
* SPCP	Separate indication for PCP from DCP
NRRT	Night recorded announcement route
NITE	Night forwarding number

For example, the command

POPT 5000 5001 5008 5009 5012

displays the current options for queues 5000, 5001, 5008, 5009, and 5012.

Options marked with an asterisk (*) are for information only. They cannot be changed through Load Management.

Figure 16
Print Queue Options

>POPT ALL

ACD-DN	FRRT	FRTT	SRRT	SRT0	MURT	FORC	FCFT	OBTN	SPCP	NRRT	NITE
5000	79	20	75	30	NONE	YES	2	YES	YES	74	4048
5001	78	10	75	20	70	YES	6	YES	YES	NONE	5000
5008	78	18	75	30	70	YES	2	NO	NO	NONE	5000
5009	76	20	75	30	71	YES	30	NO	NO	74	NONE
5012	73	10	75	20	70	YES	2	YES	YES	NONE	5000

====

5

PCPO — Print CDN parameters and options

Use the PCPO command to query the parameters and options associated with a CDN. Use it as a reference of your current set up. A PCPO display is shown in Figure 17.

For CDNs, the TLDA, TLDB, TLDC and TSFT parameters display default values. The CNTL parameter defaults to OFF.

Command format:

PCPO xxxx

or

PCPO ALL

Legend:

xxxx = CDN number (up to six CDNs)

ALL = All CDNs in the system

To use the PCPO command:

- 1 Enter **PCPO** xxxx (space)

Your terminal displays a table listing the parameters and options in effect for the CDN(s).

CDN = CDN Directory Number

CNTL = CDN control off

DFDN = Default ACD DN (Must be a local ACD DN)

CEIL = Call ceiling value

FRRT = First RAN route

FRTT = First RAN route timer

SRTT = Second RAN route

SRTO = Second RAN route timer

MURT = Music route

* TLDA = Calls Waiting threshold

* TLDB = Busy threshold

* TLDC = Overflow threshold

* TSFT = Telephone Service Factor Time

Options marked with an asterisk (*) are for information only.
They cannot be changed through Load Management.

For example, the command

PCPO 5021 5025 5029

displays the current parameters of CDNs 5021, 5025 and 5029.

Figure 17
CDN parameters and options

CDN	CNTL	DFDN	CEIL	FRRT	FRTT	SRRT	SRT0	MURT	TLDA	TLDB	TLDC	TSFT
5021	OFF	500C	20	33	10	66	16	15	1	0	2047	20
5025	OFF	500E	10	71	20	32	20	15	3	5	7	30
5029	OFF	5012	30	65	15	77	8	15	1	0	2047	20

Assignments

The assignment commands let the Senior Supervisor move agents to different queues, reassign agents to different supervisors, move trunks from one queue to another, or change the priority of trunks or agents.

SAPA — Select Agent Position Assignment

Use the SAPA command to assign an agent position to a queue. An agent position can be moved from one queue to another, either adding agents to handle the load on the “new” queue, or reducing the number of agents serving the traffic on the “old” queue.

Use the SAPA command to balance the traffic on queues throughout your ACD system. If one queue is busier than another, move staff to balance the incoming call traffic.

When you enter the SAPA command, the reassignment does not take place immediately unless the agent is logged out. If an agent is on an ACD call, the agent must log out once the call is finished. Then the reassignment can take place. Assignment changes can be done in advance, even the night before.

If the queue has reached the maximum number of agent positions allowed, you will see an error message and the reassignment will not take place.

Command format:

SAPA xxxx yyyy - - zzzz

Legend:

xxxx = agent position ID

yyyy = current queue

zzzz = new queue

To use the SAPA command:

- 1 Enter **SAPA** xxxx (space)

Your terminal displays the current queue assignment, followed by “- -”.

- 2 Enter the new queue number, followed by a carriage return <CR>.

For example, the command

SAPA 6501 5000 - - 6000

moves position 6501 from queue 5000 to queue 6000.

After making a change, check the Ongoing Status Display to make sure the change did not adversely affect the queues from which agents were taken. Also, make sure that you didn't remove the last agent in an ACD queue. If you did, the queue would go into Night Service.

SATS — Select Agent to Supervisor Assignment

Use the SATS command to assign an agent position to a supervisor. An agent position can be moved from one supervisor to another, adding agents or removing them.

When you enter the SATS command, the reassignment takes place whether an agent is on a call or not. However, if an agent is on an ACD call, the agent must log out once the call is finished so the reassignment can take effect.

If the reassignment is permanent, remove the agent from an Agent key on one supervisor position and add him or her to an Agent key on the new supervisor position.

Command format:

SATS xxxx yyyy zz - - aaaa bb

Legend:

xxxx = agent position ID

yyyy = current supervisor position ID

zz = Agent key number on current supervisor's telephone

aaaa = new supervisor position ID

bb = Agent key number on new supervisor's telephone

To use the SATS command:

- 1 Enter **SATS** xxxx (space)

Your terminal displays the current supervisor position ID and agent key number, followed by “- -”.

- 2 Enter the new supervisor position ID and new Agent key number.

For example, the command

SATS 6502 1000 10 - - 2000 11

moves position 6502 from Agent key 10 on supervisor 1000's telephone, to Agent key 11 on supervisor 2000's telephone.

If Agent keys are not equipped, an asterisk (*) is used instead of the Agent key number.

For example, the command

SATS 6502 1000 * - - 2000

moves position 6502 from supervisor 1000 to supervisor 2000.

If you don't enter a value for the variable "bb" (the Agent key number on the new supervisor's telephone), the agent is assigned to that supervisor, but not on an Agent key.

If you don't enter a value for the variable "aaaa" (the new supervisor's position ID), the agent position remains with the current supervisor.

While an agent is being observed, he or she cannot be removed from a supervisor's position. Your terminal displays an error message and you must reissue the command when the agent is no longer being observed.

To remove an agent position from a supervisor, enter **X** after the double dash (--).

SAGP — Set Agent Priority

Use the SAGP command to change an agent's priority to receive calls based on the position ID. This feature allows more experienced agents to receive more calls, or allows a supervisor to assist in high-volume times.

New calls are answered by agents with high priority, if available. When the highest priority agents are all busy, new calls will be directed to agents with the next highest priority level. Priority 1 is the highest.

Your system may not have this option (the Priority Agents package, number 116 must be equipped).

Command format:

SAGP xxxx yy zzzz

Legend:

xxxx = position ID

yy = current priority

zz = new priority

To use the SAGP command:

- 1 Enter **SAGP** xxxx (space)

Your terminal displays the current agent priority for this position followed by “- -”.

- 2 Enter the new priority number (1 - 32). The range for RT, NT, XT and system options 51, 61 and 71 is from 1 - 48.

For example, the command

SAGP 2061 5 -- 10

changes the agent priority for for position 2061 from 5 to 10.

The change takes effect when the agent next logs in. If the agent is logged in, the change does not take effect until the agent logs out and then logs in again.

SRTA — Select Route and Trunk Assignment

Use the SRTA command to assign a trunk to a queue or a CDN. Trunks can be moved from one queue to another. This command can also be used to balance the traffic load between queues or to move trunks to queues created for special events.

The SRTA command can only move trunks already defined for your ACD system. Calls in progress or waiting in a queue will not be moved to the new queue. Only new calls are sent to the new queue.

Command format:

SRTA rac mem xxxx - - yyyy

Legend:

rac = route access code

mem = trunk member number

xxxx = current queue (or CDN)

yyyy = new queue (or CDN)

To use the SRTA command:

- 1 Enter **SRTA** rac mem (space)

Your terminal displays the current queue assignment, followed by “- -”.

- 2 Enter the new queue number.

For example, the command

SRTA 4500 21 5000 - - 6000

moves the trunk with access code 4500 and route member number 21 from queue 5000 to queue 6000.

When assigning a trunk to a different queue, the call volumes in that queue change. Make sure you note when the trunk assignment took place so you can track the results on the Trunk Route Report (Report 3).

SPRI — Select Trunk Priority Assignment

Use the SPRI command to give certain ACD trunks priority status. Calls arriving on priority trunks are placed ahead of non-priority calls waiting in the queue. Trunk priority can be either added or removed.

The SPRI command can give priority to long distance trunks. Long distance calls will then be answered faster and at a lower cost. SPRI can also give priority to routes that have a high number of abandoned calls, to reduce the number of calls lost.

When assigning a priority, calls coming in to the ACD queues on those trunks move directly to the front of the queue, unless there are other priority calls already waiting. Any non-priority calls in the queue maintain their position in relation to each other, but are placed behind priority calls.

Calls arriving on priority trunks maintain priority treatment when they are overflowed into other queues.

Command format:

SPRI rac mem x - - y

Legend:

rac = route access code

mem = trunk member number

x = current priority assignment (0 = no priority, 1 = priority)

y = new priority assignment (0 or 1)

To use the **SPRI** command:

- 1 Enter **SPRI** rac mem (space)

Your terminal displays the current priority assignment followed by “- -”.

- 2 Enter the new priority assignment.

For example, the command

SPRI 4500 21 0 - - 1

changes the assignment on the trunk with route access code 4500 and trunk member number 21 from no priority to priority.

Be careful when assigning priority to trunks. Priority calls are put in the queue ahead of other calls, and may cause increased delays for non-priority calls.

CDN commands

The CDN commands allow you to set the parameters specific to a CDN. These commands do not apply to ACD DN's. Senior Supervisors can set the CDN's default ACD DN and its ceiling value.

If your system doesn't use CDNs, these commands do not apply.

DFDN — Set Default ACD DN

Use the DFDN command to select a CDN's default ACD queue. This command applies only to CDNs (not ACD queues). The default ACD queue must be a local DN (in the same system).

Command format:

DFDN xxxx yyyy zzzz

Legend:

xxxx = CDN number

yyyy = current default queue

zzzz = new default queue

To use the DFDN command:

- 1 Enter **DFDN** xxxx (space)

Your terminal displays the current default queue for the CDN followed by “- -”.

- 2 Enter the DN of the new queue.

For example, the command

DFDN 8976 7625- - 7600

sets the default ACD queue for CDN 8976 from DN 7625 to DN 7600.

CEIL — Set Call Ceiling

Use the CEIL command to set the maximum number of unanswered calls a CDN can place in its default ACD queue. Once this ceiling is reached, new calls entering the CDN receive busy tone.

Command format:

CEIL xxxx yyyy zzzz

Legend:

xxxx = CDN number

yyyy = current ceiling value

zzzz = new ceiling value

To use the CEIL command:

- 1 Enter **CEIL** xxxx (space)

Your terminal displays the current ceiling value for the CDN followed by “- -”.

- 2 Enter the DN of the new ceiling value (0 - 2047).

For example, the command

CEIL 8976 50 - - 150

sets the ceiling value of CDN 8976 from 50 calls to 150 calls (queued at the default ACD DN).

CNTL — Set Controlled Mode

The CNTL command operates only if CCR is equipped. The CNTL command determines if the selected CDN is in controlled mode. The CDN operates in the controlled mode when the value is ON.

Command format:

CNTL CDN--<Existing mode>--MODE

Legend:

CDN = The Directory Number of the CDN

MODE = ON for controlled mode and OFF for default mode

An error is output on the supervisor's terminal when a non-CDN is specified for the CDN field or a mode key word other than ON or OFF is given.

For EAR, the CNTL option is always OFF; this restricts the CDN to using default treatment for EAR only.

Recorded announcements (RANs)

Recorded announcements (RANs) are used when many calls are waiting in the queue and during delays in the servicing of ACD calls. A recorded announcement can be played to callers to advise them of the delay.

The recorded announcement commands apply to CDNs as well as ACD DN's. Note that a CDN call receives the RAN and music treatment defined for the CDN, not the ACD DN where the call is queued.

A call that overflows or is otherwise redirected to another ACD DN will receive RAN treatment specified for the originally dialed ACD DN, regardless of where the call is answered.

You can have either one announcement or two. If you have two, you need separate RAN channels, routes, and trunks. Load Management provides the capability to set the timers for the first and second recorded announcement, and to determine which queues will receive them.

Only one caller at a time can listen to the announcement for every RAN trunk available on a RAN route. To ensure waiting callers receive RAN, set up several RAN trunks in each route.

If a caller is listening to an announcement when an agent becomes available, the announcement is released and the call is immediately presented to the agent.

Be careful when changing the RAN timers. The time interval affects the number of RAN trunks required, and the quality of the announcement service provided to callers.

Also be careful when changing RAN routes. Giving a large queue an announcement normally given to a small queue will require additional RAN trunks be added to the route. Service can deteriorate if the correct number of trunks are not on the route.

FRRT — First RAN Route

Use the FRRT command to assign the first recorded announcement route to a queue or CDN. Use the command to query, change, or delete a first RAN route.

If a CDN is specified as the target of the command, the command outputs ****CDN**** on the command line. For example, if 8976 is a CDN: **FRRT 8976**CDN****.

When all agents are busy, the caller receives the first recording after a delay time specified with the FRTT command. (See the following section.) After the specified time period, calls are connected to a recorded announcement. After the announcement, the call receives either silence or music until it is answered, abandoned, or presented with a second recorded announcement (if available).

Command format:

FRRT xxxx yyyy - - zzzz

Legend:

xxxx = queue (or CDN)

yyyy = current first RAN route access code

zzzz = new first RAN route access code

To use the FRRT command:

- 1 Enter **FRRT** xxxx (space)

Your terminal displays the current first RAN route access code followed by “- -”. If the target of this command is a CDN, the display shows “**FRRT** xxxx - - **CDN** - -”.

- 2 Enter the new first RAN route access code.

For example, the command

FRRT 5000 77 - - 79

changes the first RAN route access code for queue 5000 from 77 to 79.

If you enter **X** for the variable *zzzz* (the new first RAN route access code), you remove the RAN treatment from the queue or CDN.

FRTT — First RAN Route Timer

Use the FRTT command to specify or change the length of time before a caller hears the first recorded announcement. Each call is checked against this time delay.

If a CDN is specified as the target of the command, the command outputs ****CDN**** on the command line. For example, if 8976 is a CDN: **FRTT 8976**CDN****.

If the specified time passes, the call is connected to a recorded announcement. After the announcement, the call receives either silence or music until it is answered, abandoned, or presented with a second recorded announcement (if available).

Command format:

FRTT xxxx yyyy - - zzzz

Legend:

xxxx = queue (or CDN)
yyyy = current first RAN timer
zzzz = new first RAN timer

To use the FRTT command:

- 1 Enter **FRTT** xxxx (space)

Your terminal displays the current first RAN timer followed by “- -”.

- 2 Enter the new first RAN time. Note that the system rounds up to the next even number.

For example, the command

FRTT 5000 10 - - 20

changes the first RAN timer for queue 5000 from 10 seconds to 20 seconds.

There is no default timer. Some value must be entered for callers to receive the recorded announcement. If a timer has not been

programmed, your terminal displays: DFLT.

SRRT — Second RAN Route

Use the SRRT command to assign a second recorded announcement route to a queue or CDN. Use the command to query, change, or delete a second RAN route.

If a CDN is specified as the target of the command, the command outputs ****CDN**** on the command line. For example, if 8976 is a CDN: SRRT 8976****CDN****.

A caller receives the second recorded announcement after a delay time specified with the SRTO command (see the following section). The second announcement will be repeated every specified interval until the call is answered or abandoned.

Command format:

SRRT xxxx yyyy - - zzzz

Legend:

xxxx = queue (or CDN)

yyyy = current second RAN route access code

zzzz = new second RAN route access code

To use the SRRT command:

- 1 Enter **SRRT** xxxx (space)

Your terminal displays the current second RAN route access code followed by “- -”.

- 2 Enter the new second RAN route access code.

For example, the command

SRRT 5000 78 - - 75

changes the second RAN route access code for queue 5000 from 78 to 75.

If you enter **X** for the variable zzzz (the new second RAN route access code), you remove the RAN treatment from the queue or CDN.

SRTO — Second RAN Route Timer

Use the SRTO command to specify the delay time between the first and second recorded announcements, and between subsequent repetitions of the second announcement.

If a CDN is specified as the target of the command, the command outputs ****CDN**** on the command line. For example, if 8976 is a CDN: **SRTO 8976**CDN****.

Command format:

SRTO xxxx yyyy - - zzzz

Legend:

xxxx = queue (or CDN)

yyyy = current second RAN timer

zzzz = new second RAN timer

To use the SRTO command:

- 1 Enter **SRTO** xxxx (space)

Your terminal displays the current second RAN timer followed by “- -”.

- 2 Enter the new second RAN time.

For example, the command

SRTO 5000 20 - - 30

changes the second RAN timer for queue 5000 from 20 seconds to 30 seconds.

There is no default timer. Some value must be entered for callers to receive the recorded announcement. If a timer has not been programmed, your terminal displays:

DFLT

NRRT — Night RAN Route

Use the NRRT command to assign a night recorded announcement to a queue. You can query, change, or set the recorded announcement to be used for night calls. This command does not apply to CDNs.

A separate channel, route, and trunk is required for each unique night recording. All queues can be assigned to the same night recording if a different message is not needed. Decide how many RAN trunks are needed to handle the after-hours traffic of all the queues.

Callers receive the night recorded announcement when ALL agents in a queue are logged out or if the queue has been placed in Night Service by the supervisor.

Command format:

NRRT xxxx yyyy - - zzzz

Legend:

xxxx = queue

yyyy = current night RAN access code

zzzz = new night RAN access code

To use the NRRT command:

- 1 Enter **NRRT** xxxx (space)

Your terminal displays the current night RAN access code followed by “- -”.

- 2 Enter the new night RAN access code.

For example, the command

NRRT 5000 79 - - 74

changes the night RAN access code for queue 5000 from 79 to 74.

If you enter **X** for the variable zzzz (the new night RAN access code), you remove the night RAN feature from the queue.

When a call comes in after hours, it either receives the night RAN or is forwarded to the night forwarding number (see the following NITE section), or both. If there is no night RAN route and no night forwarding number defined, callers will hear ringing.

NITE — Night Forwarding Number

Use the NITE command to query or set where night calls are answered. A different forwarding number for each queue can be selected. This command does not apply to CDNs.

The NITE command lets you specify a telephone number of up to 23 digits, to which calls are forwarded when the ACD queue is in Night Service. Calls are forwarded to the night number if all telephones in a queue are logged out (Make Busy mode) or when the supervisor has used the Night Key to place the queue into Night Service.

The forwarding number can be an internal ACD DN, a CDN, an extension number or an external number such as an answering service. If it is an internal number, simply enter the extension number. If it is an external number, enter the outgoing trunk access code, a * (which tells the system to wait for dial tone) and then the entire number, including the area code for a long distance number.

If your system uses Network ACD, define Night Routing Tables
(see Network ACD commands) and disable Night Call Forwarding.

Command format:

NITE xxxx yyy...y - - zzz...z

Legend:

xxxx = queue

yyy...y = current night forwarding number

zzz...z = new night forwarding number (up to 23 digits)

To use the NITE command:

- 1 Enter **NITE** xxxx (space)

Your terminal displays the current NCFW number followed by “- -”.

- 2 Enter the new night forwarding number.

For example, the command

NITE 5000 332 - - 9*7224421

changes the night forwarding number for queue 5000 from extension 332 to an outside number.

If you enter **X** for the variable *zzzz* (the new night RAN access code), you remove the night Call Forward feature from the queue.

Calls Waiting thresholds

The TLDA, TLDB, and TLDC commands allow the three Calls Waiting thresholds to be set or changed. The thresholds determine when the agents' Calls Waiting lamps and the supervisors' Display Queue lamps light up or flash for different traffic volumes.

Calls Waiting thresholds also control Interflow and Overflow by number. When the number of calls waiting in a queue exceeds the threshold set for that queue, incoming calls are rerouted. Rerouting reduces the waiting time for incoming callers, therefore improving service.

The TLDD command allows the threshold for timed overflow to be set. When a call has been waiting in a queue longer than the time defined for that queue, it is rerouted.

If your system uses Network ACD, you should define Routing Tables to set overflow thresholds (see Network ACD commands).

The numbers chosen for your thresholds depend on your company's objectives, the type and length of the incoming calls you receive, and the resources available to accept overflowed calls. Each ACD operation is unique. Evaluate and refine your threshold settings over time, so that they adequately reflect the activities in the queues of your ACD system.

If CCR is equipped and the CDN is in controlled mode, the CDN is also supported by the TLDA, TLDB, and TLDC commands.

TLDA — Threshold A

Use the TLDA command to set the upper limit of the queue's "light" operating range. This is the largest number of calls waiting in the queue for this operating range. TLDA is sometimes called the "Calls Waiting Threshold."

The Calls Waiting and Display Queue lamps light steadily when the TLDA limit is reached. It remains steadily lit until the TLDB threshold is reached. No overflow by number occurs when TLDA is reached.

Command format:

TLDA xxxx yyyy - - zzzz

Legend:

xxxx = queue (or CDN)

yyyy = current calls waiting threshold for "light" range

zzzz = new calls waiting threshold for "light" range

To use the TLDA command:

- 1 Enter **TLDA** xxxx (space)

Your terminal displays the current calls waiting threshold followed by "- -".

- 2 Enter the new calls waiting threshold.

For example, the command

TLDA 5000 10 - - 12

changes Threshold A for queue 5000 from 10 calls to 12 calls.

If you enter **X** for the variable zzzz (the new threshold), the threshold is set to one. That is, any call waiting causes the Calls Waiting lamp to go on.

TLDB — Threshold B

Use the TLDB command to set the Calls Waiting threshold for the upper limit of a queue's normal operating range. This is the largest number of calls waiting in the queue for this operating range. TLDB is sometimes called the "Busy Threshold."

The Calls Waiting and Display Queue lamps flash slowly when the TLDB threshold is reached or exceeded but the number of calls is still less than the TLDC threshold. Calls attempting to overflow to this queue are not accepted, although direct calls, interflowed calls, and calls transferred to the queue are accepted.

If the value of Threshold B is lowered, fewer overflowed calls are accepted by the queue. If the value of Threshold B is increased, more calls can overflow into the queue.

Command format:

TLDB xxxx yyyy - - zzzz

Legend:

xxxx = queue (or CDN)

yyyy = current busy threshold

zzzz = new busy threshold

To use the TLDB command:

- 1 Enter **TLDB** xxxx (space)

Your terminal displays the current calls waiting threshold followed by "- -".

- 2 Enter the new calls waiting threshold.

For example, the command

TLDB 5000 20 - - 25

changes Threshold B for queue 5000 from 20 calls to 25 calls.

If you enter **X** for the variable zzzz (the new threshold), the threshold is set at zero. This means that no calls can be overflowed into this queue from another queue unless an agent is available to take the call.

TLDC — Threshold C

Use the TLDC command to set the Calls Waiting threshold for the upper limit of a queue's "heavy" operating range. TLDC is sometimes called the "Overflow Threshold." The Calls Waiting and Display Queue lamps fast flash when the TLDC threshold is reached or exceeded.

If a target overflow queue has been assigned, new calls entering the queue overflow there when the number of calls defined by Threshold C has been reached or exceeded. If the first target queue is operating within the light or normal ranges, it accepts the call. But if it is operating in the heavy range, it will select another target queue.

If a second target queue has not been specified, calls remain in their original position in the source queue. If a target queue is found, but no agents are available, the call is placed in the target queue and callers hear the delay announcement of the source queue.

Command format:

TLDC xxxx yyyy - - zzzz

Legend:

xxxx = queue (or CDN)

yyyy = current overflow threshold for heavy range

zzzz = new overflow threshold for heavy range

To use the TLDC command:

- 1 Enter **TLDC** xxxx (space)

Your terminal displays the calls waiting threshold followed by "- -".

- 2 Enter the new calls waiting threshold.

For example, the command

TLDC 5000 30 - - 35

changes Threshold C for queue 5000 from 30 calls to 35 calls.

If you enter **X** for the variable zzzz (the new threshold), the threshold is set at the default of 2047 (maximum). That is, no calls overflow out of the queue.

Agents in target queues see the source queue number of the overflowed call appended to their normal Digit Display.

TLDD — Threshold D

Use the TLDD command to set or change the Time Overflow threshold for a queue. A call waiting in the queue will be overflowed to a target overflow queue when the threshold time is exceeded, if an agent at the overflow target queue is available to take the call.

If your system uses Network ACD, you should define Routing Tables to set overflow thresholds (see Network ACD commands).

Command format:

TLDD xxxx yyyy - - zzzz

Legend:

xxxx = queue number

yyyy = current time overflow threshold

zzzz = new time overflow threshold

To use the TLDD command:

- 1 Enter **TLDD** xxxx (space)

Your terminal displays the current time overflow threshold followed by “- -”.

- 2 Enter the new time overflow threshold, in seconds. The value must be between 10 and 1800 seconds. The system rounds down to the nearest even number.

For example, the command

TLDD 5550 24 - - 45

changes the time overflow threshold value for queue 5550 from 24 seconds to 44 seconds.

If you enter **X** for the variable zzzz (the new time overflow threshold value), you remove the time overflow feature from the specified queue.

TSFT — Telephone Service Factor Time

The TSF is a measure of how quickly incoming calls are answered. Use the TSFT command to change the value of “T” (in seconds) for Telephone Service Factor (TSF) calculations. A TSF value of 100 means all calls were answered or abandoned within “T” seconds. The TSFT is the desired time within which all calls should be answered.

Command format:

TSFT xxxx yyy zzz

Legend:

xxxx = queue (or CDN)

yyy = current value of “T”

zzz = new value of “T”

To use the TSFT command:

- 1 Enter **TSFT** xxxx (space)

Your terminal displays the current value of “T” for this queue followed by “- -”.

- 2 Enter the new value for “T” (in seconds, 1 - 510). The system rounds up to the nearest even number.

For example, the command

TSFT 5000 10 -- 20

changes the value of “T” for queue 5000 from 10 seconds to 20 seconds.

CWLF — Call Waiting Lamp Flash

Use the CWLF to set the threshold for activating the Calls Waiting lamp flash. The number for the Calls Waiting threshold can be set from 0 - 2047 calls. This command takes precedence over the TLDB command, for the flashing of agent's Calls Waiting indicators and the Display Queue indicator.

Command format:

CWLF xxxx yyyy -- zzzz

Legend:

xxxx = ACD queue

yyyy = current Calls Waiting Lamp flash threshold

zzzz = new Calls Waiting Lamp flash threshold

To use the CWLF command:

- 1 Enter **CWLF** xxxx

Your terminal displays the current Calls Waiting Lamp flash threshold, followed by “- -”.

- 2 Enter the new flash threshold.

For example, the command

CWLF 1090 5 -- 10

increases the Calls Waiting Lamp flash threshold for queue 1090 from five calls to ten calls.

The CWLF threshold must be greater than or equal to the TLDA threshold.

CWLW — Call Waiting Lamp Fast Flash

Use the CWLW command to set the threshold for activating the Calls Waiting fast flash. The number for the Calls Waiting threshold can be set from 0 - 2047 calls. This command takes precedence over the TLDC command, for the flashing of agent's Calls Waiting indicators and the Display Queue indicator.

Command format:

CWLW xxxx yyyy -- zzzz

Legend:

xxxx = ACD queue

yyyy = current Calls Waiting Lamp fast flash threshold

zzzz = new Calls Waiting Lamp fast flash threshold

To use the CWLW command:

- 1 Enter **CWLW xxxx**

Your terminal displays the current Calls Waiting Lamp fast flash threshold, followed by "--".

- 2 Enter the new fast flash threshold.

For example, the command

CWLW 1090 10 - - 20

increases the Calls Waiting Lamp fast flash threshold for queue 1090 from ten calls to twenty calls.

The CWLW threshold must be greater than or equal to the CWLF threshold.

Overflow target queues

Calls coming in to overloaded queues can be overflowed to target queues when the number of calls in the queue meets or exceeds the TLDC threshold. For each queue, up to three target queues may be specified.

Overflow causes new calls entering the heavily loaded queue to be redirected to a target queue, but calls currently in the queue remain there. Calls overflowed to other queues retain their priority in the target queue and receive the recorded announcement or music specified for the source queue.

The Overflow target queue commands allow the target queues to be set, queried, changed, or removed. The system always attempts to reroute calls to target queues in the order they are listed.

Overflow target queues must be queues within your ACD system.

These commands do not apply to CDNs.

SQ01 — Select Queue Overflow 1

Use the SQ01 command to set the first target queue to which calls are overflowed by number when the original queue becomes overloaded.

Command format:

SQ01 xxxx yyyy - - zzzz

Legend:

xxxx = source queue

yyyy = the current first target queue

zzzz = the new first target queue

To use the SQ01 command:

- 1 Enter **SQ01** xxxx (space)

Your terminal displays the current first target queue followed by “- -”.

- 2 Enter the new first target queue.

For example, the command

SQ01 5000 5008 - - 5012

changes the first target queue for queue 5000 from queue 5008 to queue 5012.

If you enter **X** for the variable zzzz (the new target queue), you remove the target queue. Your next choice, SQ02, becomes the first target queue.

SQ02 — Select Queue Overflow 2

Use the SQ02 command to set the second target queue to which calls are overflowed by number when the original queue becomes overloaded.

Command format:

SQ02 xxxx yyyy - - zzzz

Legend:

xxxx = source queue

yyyy = current second target queue

zzzz = new second target queue

To use the SQ02 command:

- 1 Enter SQ02 xxxx (space)

Your terminal displays the current second target queue followed by “- -”.

- 2 Enter the new second target queue.

For example, the command

SQ02 5000 NONE - - 5008

sets the second target queue for queue 5000 to queue 5008. The second target was not previously defined.

If you enter **X** for the variable zzzz (the new target queue), you remove the target queue.

SQ03 — Select Queue Overflow 3

Use the SQ03 command to set the third target queue to which calls are overflowed by number when the original queue becomes overloaded.

Command format:

SQ03 xxxx yyyy - - zzzz

Legend:

xxxx = source queue

yyyy = current third target queue

zzzz = new third target queue

To use the SQ03 command:

- 1 Enter **SQ03** xxxx (space)

Your terminal displays the current third target queue followed by “- -”.

- 2 Enter the new third target queue.

For example, the command

SQ03 5000 5016 - - X

removes the third target queue for queue 5000. Queue 5016 was the old target queue.

If you enter **X** for the variable zzzz (new target queue), you remove the target queue.

If you enter **X** for all the target queues, you cancel Overflow by number and Interflow. By setting the TLDC threshold to the maximum 2047, Overflow by number is effectively canceled, as no calls will leave the source (original) queue. Interflow is not affected.

IFDN — Interflow Directory Number

If all target queues are busy and cannot accept any calls from a source queue (or no target queues exist), you can activate the Interflow feature. To do so, press the Interflow key to enable calls to go outside the ACD system or to an ACD or non-ACD number within it (including CDNs). If you have Automatic Interflow, you do not need an Interflow key on the telephone.

This command does not apply to CDNs.

Use the IFDN command to set or change the number to which interflowed calls are routed during busy periods. Use the Interflow feature when the thresholds for number and timed overflow are exceeded and target queues are either not specified or too busy to accept calls.

The Interflow number can be an internal ACD or non-ACD number, a CDN, an extension number, or an external number such as an answering service. If it is an internal number, simply enter the number. If it is an external number, enter the outgoing trunk access code, a * (to indicate a dialing pause) and the entire number, including any area code for a long distance number.

Command format:

IFDN xxxx yyyy...y - - zzz...z

Legend:

xxxx = queue

yyy...y = current Interflow number

zzz...z = new Interflow number

To use the IFDN command:

- 1 Enter **IFDN** xxxx (space)

Your terminal displays the current Interflow number followed by “- -”.

- 2 Enter the new Interflow number.

For example, the command

IFDN 5001 9*16139624511 - - 485

changes the Interflow number for queue 5001 from an outside long distance number to a local extension number.

Always check with the Interflow destination before sending calls there, to see if it can handle the volume. For instance, certain calls may need to be answered by bilingual agents.

The amount of calls that can interflow out of the system is limited to the number of trunks available. Use caution when you use these features, so calls won't be lost.

If you enter **X** for the variable zzzz...z (the Interflow number), you turn off this feature.

Call Force

The Call Force feature automatically answers a call presented to an idle agent. The agent does not press the In-calls key.

Flexible Call Force allows a delay to be set between the time an agent disconnects from a call and becomes available to receive another call. The time delay can be anywhere from 0 - 30 seconds (in 2-second increments) before a new call is automatically presented to an idle agent. When an agent releases a call, Flexible Call Force times out and then automatically presents a new call to the agent or places that agent in the idle agent queue.

These commands do not apply to CDNs.

FORC — Call Force

Use the FORC command to enable or disable Call Force. The Call Force option automatically answers a call presented to an idle agent. The standard Call Force time delay is two seconds.

Command format:

FORC xxxx yyy - - zzz

Legend:

xxxx = queue (ACD DN)

yyy = current setting (NO or YES)

zzz = new setting (NO or YES)

To use the FORC command:

- 1 Enter **FORC** xxxx (space)

Your terminal displays the current setting of Call Force (no or yes) followed by “- -”.

- 2 Enter No to disable Call Force, Yes to enable Call Force.

For example, the command

FORC 5000 NO -- YES

enables Call Force for ACD DN 5000.

FCFT — Flexible Call Force Timer

Use the FCFT command to set the delay timer of the Flexible Call Force feature. The Flexible Call Force feature provides a time delay between when an agent disconnects a call and when the next call is presented to the agent. The time delay can be from 0 to 30 seconds, in increments of 2 seconds. The default is 2 seconds.

Command format:

FCFT xxxx yy - - zz

Legend:

xxxx = queue (ACD DN)

yy = current delay timer

zz = new delay timer

To use the FCFT command:

- 1 Enter **FCFT** xxxx (space)

Your terminal displays the current timer delay of Call Force followed by “- -”.

- 2 Enter the new delay timer

For example, the command

FCFT 5000 2 -- 4

changes the Call Force timer delay for ACD DN 5000 from two seconds to four seconds.

Network ACD commands

Network ACD (NACD) allows your system to overflow calls to target DN's at remote sites and to receive calls overflowed from queues at remote sites. This allows agent groups to service calls over the network independent of where the first call entered the network.

Source queues are where calls first enter the network. Calls can overflow to target DN's as defined in Routing Tables. Each source queue has a Day Routing Table and a Night Routing Table. The Routing Table contains up to twenty target DN's, each with a timer that specifies when a call should attempt to overflow to the target.

Network ACD allows ACD functionality between physically separated locations in a multi-node network. Network ACD uses ISDN D-channel messaging to exchange information between nodes. For more detailed information, see *Network ACD description and operation* (553-3671-120).

Network ACD uses different queues to present incoming calls to idle agents. Network ACD can define Target queues for each ACD DN. The NACD feature diverts incoming calls from an overloaded ACD DN to Target ACD DN's (like TOF) which can be local or remote to the Source ACD DN. Local Targets are on the same node as the Source ACD DN, and remote Targets are at a different node.

Calls diverted by NACD can be answered by the Source ACD DN or any one of up to 20 Target ACD DN's. Targets can be local or remote. By using ISDN D-channel messaging to queue Call Requests at Target ACD DN's, voice calls are not physically diverted until an idle agent is reserved for that call at the Target node.

Diverting calls in NACD is controlled by Routing Tables with thresholds and timers. Routing Tables replace the Timed Overflow and Night Call Forwarding features.

DSPL — Display Routing Tables

Use the DSPL command to review the Routing Tables defined for each queue. Use it as a reference of your current set up. A Day Routing Table is shown in Figure 18.

To use the DSPL command:

- 1 Enter **DSPL** (ACD queue numbers)

or

DSPL ALL

to display the Routing Tables for all queues in your ACD system.

Your terminal displays the following information on the queue's Routing Table:

Entry	Entry number, from 1 to 20
Target ID	Overflow DN
Timer	Threshold value (in seconds) of this entry
Status	Queue status, active or inactive (blank)
Registered	Success of last queue request, OK or blank

For example, the command

DSPL 1001 1055 1090 1091

shows the Routing Tables for queues 1001, 1055, 1090 and 1091.

Figure 18
Display Routing Tables

ACD DN: 1090
TABLE NAME: A

ENTRY	TARGET ID	TIMER	STATUS	REGISTERED
1	6555	5		OK
2	6556	10		
3	6650	30		OK
4	95552208	45	ACTIVE	OK

ADDQ — Change Routing Tables

Use the ADDQ command to add a Routing Table entry or change an existing Routing Table entry. If a Routing Table does not exist, a Routing Table for a source queue can be added using this command.

Command format:

ADDQ xxxx (N or D) yyyy ss -- tt

Legend:

xxxx	=	ACD queue
N	=	Night Routing Table
D	=	Day Routing Table
yyyy	=	Target DN
ss	=	current timer value
tt	=	new timer value

To change a Routing Table entry using the ADDQ command:

- 1 Enter **ADDQ** xxxx (N or D) yyyy

Your terminal displays the current Routing Table entry and timer value, followed by “- -”.

- 2 Enter the new timer value.

To create a new entry to the Routing Table using the ADDQ command:

- 1 Enter **ADDQ** xxxx (N or D) yyyy ss

For example, the command

ADDQ 1090 D 6556 NEW -- 30

creates a new addition to the Day Routing Table for ACD DN 1090, with a target DN 6556 and a timer value of 30 seconds.

REMQ — Remove Queue

Use the REMQ command to remove Routing Table entries from an ACD queue.

Command format:

REMQ xxxx (N or D) (DN to be removed)

Legend:

xxxx = ACD queue

N = Night Routing Table

D = Day Routing Table

To use the REMQ command:

- 1 Enter **REMQ** xxxx (N or D) (DN to be removed)

For example, the command

REMQ 1090 D 6556

removes target DN 6556 from the Day Routing Table of queue 1090.

CRQS — Call Request Queue Size

Use the CRQS command to set the size of a Call Request queue for a target queue. The default is 100. The Call Request queue handles incoming call traffic over the network.

Command format:

CRQS xxxx yy -- zz

Legend:

xxxx = target queue
yy = current Call Request Queue limit (0-255)
zz = new Call Request Queue limit

To use the CRQS command:

- 1 Enter **CRQS** xxxx

Your terminal displays the current Call Request Queue size, followed by “- -”.

- 2 Enter the new Call Request Queue size.

For example, the command

CRQS 6556 35 -- 50

changes the Call Request Queue size for target queue 6556 from 35 call requests allowed to 50 call requests allowed.

RTRY — Retry

Use the RTRY command to activate an inactive target queue.

To use the RTRY command:

1 Enter **RTRY** xxxx

where xxxx = Target queue to be retried

For example, the command

RTRY 6556

sends a message to the target to activate it. Results of the attempt to activate an inactive target are reported by system message NACD003 on your terminal.

Load Management error codes

One or more of the following error codes may appear on your terminal as a result of incorrect Load Management commands or system faults.

AC D001	noisy ACD terminal; disabled since noise threshold is exceeded
AC D002	too many invalid characters entered on ACD terminal; disabled since invalid character threshold is exceeded
AC D003	invalid character entered
AC D004	cannot transfer the reported agent to another queue
AC D010	invalid input character; only blanks allowed
AC D011	input buffer size exceeded; field too long
AC D012	unknown command
AC D013	invalid day; valid range 1 through 31
AC D014	invalid month; valid range 1 through 12
AC D015	invalid day-month combination
AC D016	invalid hour; valid range 0 through 23
AC D017	invalid schedule; valid range 0 through 7
AC D018	invalid day of week; valid range 1 through 7
AC D019	same day cannot be reentered
AC D020	too many digits supplied for DN
AC D021	invalid digits; valid digits are 0 through 9 and *
AC D022	invalid digit; valid digits are 0 through 9
AC D023	DN supplied is not a valid ACD directory number
AC D024	invalid RAN time threshold or timeout

AC D025	invalid RAN route
AC D026	invalid threshold value
AC D027	queue overflow destination cannot be itself
AC D028	invalid value of "T" in TSF
AC D029	same report option cannot be reentered
AC D030	invalid report option
AC D031	DN supplied is not a valid trunk route access code
AC D032	route does not auto-terminate (for SRTA command), OR no members for this route (for SRTA and SPRI commands)
AC D033	member number out of range
AC D034	invalid member number; for SRTA command, it could also mean that the member selected did not have an auto-terminate queue defined
AC D035	invalid priority value
AC D036	no empty position for agent in new queue
AC D037	DN supplied is not a valid ACD position ID
AC D038	position selected must be an agent, not a supervisor
AC D039	an agent position can only be moved to a supervisor position, not another agent position
AC D040	invalid key number
AC D041	key number not reserved for an agent position on supervisor's telephone
AC D042	cannot transfer an agent position currently being observed by its supervisor, to another supervisor
AC D048	too many queues; maximum is six
AC D049	unable to fulfill request; system error
AC D050	data not available because of initialization
AC D051	request for DTOT is outside the current daily reporting period

AC D052	unable to fulfill request; another report is running
AC D053	invalid input for report number
AC D054	no reports requested for DTOT/STOT
AC D055	DTOT/STOT only valid for Senior Supervisor
AC D058	Invalid directory number.
AC D100	Invalid digit. Valid digits are 0-9, * and #.
AC D101	TLDD value must be from 10 to 1800.
AC D102	All ACD DN's specified for SQ0N must be unique
AC D105	The TLDD command is not allowed when the TOF package is not equipped.
AC D107	The Priority Agent Package (PRI) is not equipped.
AC D109	Agent Priority is out of range. Ranges: option 61 and 71 = 1-48 All others = 1-32 (This includes RT and option 21.)
AC D310	Command not available without the NACD package (178).
AC D311	You cannot use the NITE command with Night Tables defined in NACD.
ACD312	You cannot use the TLDD command with Day Tables defined in NACD.
ACD313	Invalid Table name. Only D (Day) and N (Night) are valid.
ACD314	Input value is out of range.
ACD315	The specified Target table is full.
ACD319	The Advance Network package (148) and Network ACD package (178) are required for targets across the network.
ACD320	No Night Table has been defined for this ACD DN.
ACD321	No Day Table has been defined for this ACD DN.
ACD322	This Target ID does not exist in the table specified.
ACD323	Only the Senior Supervisor can execute this command.
ACD324	This ACD DN does not have any routing tables defined.
ACD325	You do not have enough memory left to allocate for this routing table.

ACD326	You cannot define a new Day Table when this ACD DN still has a TOFT defined.
ACD327	You cannot define a new Night Table when the NCFW DN is defined for this ACD DN.
ACD328	You cannot define CWLF or CWLW unless NCWL = YES in LD23.
ACD330	Commands only valid if EAR package is equipped.
ACD333	Invalid input. Expected response is either ON or OFF.
ACD334	Commands not valid for a CDN.
ACD338	An ACD DN defined for data service access may not be used as a default ACD DN.
ACD342	Default ACD DN must be a valid ACD DN.
NA CD 001	No memory available for the Source Tables. A database request was received that could not be honored because of insufficient memory. Memory capacity can be increased in LD29.
NA CD 002	Timeout occurred while attempting the data base request. — Link failure between nodes — Network congestion during peak traffic time — Target DN does not exist — Request messages have been lost
NA CD 003	Transaction successful. The Remote Target ACD DN can now receive rerouted calls, depending on the queue status at the Target node.
NA CD 004	Transaction denied. The ACD network application is not supported at the Target node specified.
NA CD 005	Transaction denied. The Target does not have enough memory, or does not exist.
NA CD 006	Transaction denied. Protocol failed at the far-end. Possible that the system has Initialized.
NA CD 007	Transaction aborted. Cannot find the proper D-channel to send the request.
NA CD 008	Transaction aborted. Cannot find the transaction number for the system. Please try again.

- NA CD 009** Transaction aborted. The system cannot build the origination number. Please try again.
- NA CD 010** Transaction failed. The system cannot send the required messages. Please try again.
- NA CD 011** A database Accept message was received for the Target entry in a Table that no longer exists. The Table/DN information follows.
- NA CD 012** A database Delete message was received.
- NA CD 013** A database request was sent.
- NA CD 014** This node is unable to communicate with the Source node. This ACD DN's Target entry is not registered at the Source node's routing table. Remove this entry and re-enter the correct Target ACD DN in the Source node's routing table.

Glossary

ACD (Automatic Call Distribution)

The ACD system is designed to handle large volumes of incoming calls. It can be used in any situation where the caller wants a service rather than a specific person.

ACD configuration

The ACD configuration refers to the arrangement of agents in queues and queues to a supervisor, supervisors to Senior Supervisors, trunks to routes, and routes to queues.

ACD DN (queue)

The queue is the “line up” where incoming calls wait until they are answered. The queue sometimes refers to the group of agents available to answer incoming calls to an ACD DN.

Agent

An agent is the person answering ACD calls from the queue. He or she should be able to provide all the information needed for an ACD call.

CCR (Customer Controlled Routing)

Customer Controlled Routing enables the customer to customize the treatment and the routing of incoming calls through a user-friendly interface.

CDN (Control DN)

A CDN receives incoming calls and directs them to an ACD DN.

DN (Directory Number) key

The Directory Number key is the agent’s link to the Meridian 1 system. He or she can make and answer non-ACD calls using the DN key.

Enhanced ACD Routing (EAR)

An optional ACD feature that allows supervisors to regulate ACD traffic and to give different RAN and music treatments to calls queued at the same ACD DN.

IVR (Interactive Voice Response)

Interactive Voice Response units provide an automated method of providing and accepting information from a caller using computer-controlled voice playback to prompt for telephone touch-tone input.

Load Management

The Load Management feature enables the Senior Supervisor to make changes to the ACD configuration. A set of commands is used to change the set up of an ACD system so that it works most efficiently for your organization.

Management Reports

Management Reports show detailed information on various aspects of the ACD operation. These reports offer valuable information on how the system configuration is working for an organization.

Meridian 1

The Meridian 1 is the PBX (private branch exchange) that sends and receives all your calls. It routes calls to the various queues, and provides the framework for all the ACD features.

Ongoing Status Display

The Ongoing Status Display shows statistics about queues and agents in your ACD system on your terminal screen. It is used to track queue activity and monitor agent performance.

Senior Supervisor

The Senior Supervisor oversees the functions of the ACD system, including the staff and the facilities. He or she can use the Load Management option to monitor and reconfigure the ACD system.

Supervisor

The supervisor is the person working with agents. The supervisor can monitor agent calls, handle any difficult or complicated calls, and also function as an agent.

Trunk routes

Trunks are the physical links that enable telephone communication. A trunk route carries calls from outside to answering positions in your ACD queue.

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Meridian 1

ACD Supervisor Package C

User Guide

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